

Just Culture and Root Cause Analysis of Incidents- Screen Shots

Customer Service/Expectations/Convenience ▾

None

- At risk decision/behavior without clear justification
- Barriers exist to follow standardized/best practice process
- Benefit of deviation outweighed risks and others would do the same
- Individual had good faith but mistaken belief that deviation was justified or insignificant
- Individual has not completed training/orientation on process
- Not applicable/Not substantiated
- Process not standardized
- Standard process had inherent human error

Not applicable/Not substantiated

company, which each time as a shareholder can be exercised.

100%

Please list all individuals that will be assigned a follow up action.

Note: This will alert the individual to the action needed to be taken.

Show Available Users

Follow Up Actions			
Please list SMART (specific, measurable, attainable, relevant, and time bound) action steps.			
Add Row			
Person Responsible for Follow Up Action	Follow up action to be taken	Expected outcome (what will this accomplish?)	Date for Completion of Follow Up Action
<div>St [Redacted] move</div> <div>Show Available Users</div>	<div>Am [Redacted]</div>	<div>Re [Redacted]</div>	<div>4/23/2014</div> <div>Show Calendar</div>
<div>Remove Row</div>			